



## C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

### Notification of Complaints

#### Provider

|                          |                                 |
|--------------------------|---------------------------------|
| Provider Name            | EDGE EARLY LEARNING ACT PTY LTD |
| Provider Number          | PR-40029018                     |
| Provider Approval Status | Approved                        |

#### Service

|                           |                             |
|---------------------------|-----------------------------|
| Service Legal Entity Name |                             |
| Service Trading Name      | Edge Early Learning Higgins |
| Service Approval Number   | SE-40011068                 |
| Service Approval Status   | Approved                    |

### Complaint Details

|   |   |
|---|---|
| Please select the relevant notification and provide/attach the information required | Complaints alleging that the Law has been contravened |
| Please supply the following information:<br>- Complainant name and contact details  | Name: P01<br>Email: P03<br>Phone: P03                 |



Please supply the following information:

- Date complaint received
- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)
- Steps taken/actions planned by approved provider in response to the complaint

Email complaint received Thursday 2nd March at 4:47pm. Full email complaint attached. Phone call made to P01 to acknowledge email and let her know the next steps. Email acknowledgement sent after phone call.

P01 is due back in care on Tuesday 7th March. Management to reach out to P01 Monday 6th March to see how Friday went.

**Steps taken:**

- Investigation conducted - Bottle chart and Daily information charts reviewed (and attached). 3 bottles had on 2nd March at 6:30am=140mls, 1:30pm=100mls and 3:15pm=185mls. P01 also ate at all mealtimes (morning tea, lunch and afternoon tea) eating 2 services at Morning tea and lunch. He was also offered water at these times.

Educators reported that P01 is very interested in solid foods and eating good amounts at meal times over his bottles. They also reported that Mum has requested for screen time during his bottles, as they need to do this at home to get him to drink them. This is something we do not wish to encourage at the service.

- Lead Educator and Educators have reviewed all children's routines, we have re-introduced a Daily information drop off form for parents to complete each morning. This will ensure parents are providing the most recent daily requirements. Given the age range of children, and their routines constantly changing, having this daily implementation will ensure we always have the most updated information for each child.

Please upload any relevant documentation

|                                     |                             |
|-------------------------------------|-----------------------------|
| Bottle Info 2.3.23.pdf              | bottle information 2.3.2023 |
| Daily info chart 2.3.23.pdf         | Daily information 2.3.2023  |
| Email trail.pdf                     | Email trail                 |
| nursery daily information sheet.pdf | Nursery drop off sheet      |
| Phone conversation with P01 .pdf    | Notes from phone call       |

## Child Details

|                       |      |
|-----------------------|------|
| Child's Name          | P01  |
| Child's Gender        | Male |
| Child's Date of Birth | P02  |

## Contact Details

|               |         |
|---------------|---------|
| Name          | P01 P01 |
| Phone Number  | P03     |
| Email Address | P01     |